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**Adoption of the report and proposed dates for the organizational and substantive sessions in 2018**

# Draft report

*Rapporteur*: Rita **Le Diffard** (Hungary)

## VI. Measuring the quality of conference services

1. At its 549th meeting, on 5 September 2017, the Committee considered the section of the report of the Secretary-General on the pattern of conferences concerning the measurement of the quality of conference services (A/72/116, paras. 56-58).

**Discussion**

2. A delegation asked what action the Secretariat was taking to increase the rate of response to feedback surveys. A representative of the Secretariat explained that, although still very low, the rate had improved. Member States appeared to provide feedback only when things were not working well, notwithstanding the efforts to encourage greater participation in the surveys, including through appeals in the *Journal of the United Nations* and direct requests to the Chairs of all the intergovernmental bodies using United Nations conference services.

3. In response to another question, a representative of the Secretariat explained that the 7 per cent of survey respondents who had not rated conference services as "good", "very good" or "excellent" had not necessarily given the services a negative rating, given that 7 per cent included those who had rated them as "satisfactory". A more detailed summary of the ratings, including negative ratings, could be provided in the next report on the pattern of conferences. Any complaints about the quality of conference services were forwarded promptly to the corresponding division and addressed immediately to ensure that the problem would not recur.

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